

SOCIAL WELFARE SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class will participate in specialized functions related to the delivery of financial service programs including: Public Assistance, Medical Assistance and/ or Food Stamps. The incumbent is assigned specialized work that requires good knowledge of areas such as: fair hearing and AD packets, or representing the department in court. An employee in this class may be assigned limited supervisory responsibilities, as necessary, depending on the nature of assignment. Work is performed under the general supervision of a higher level employee with leeway allowed in the performance of work assignments. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

May be assigned any of the activities outlined in the specification for Social Welfare Examiner; and, in addition, will be assigned one or more of the following:

Provides technical assistance to a group of Social Welfare Examiners in the provision of financial services;

May have limited responsibility for directing the activities and performance of a small group of Social Welfare Examiners assigned to a specialized program area;

Undertakes special or developmental projects;

May specialize in difficult areas such as: dispute resolutions, fair hearings and training functions;

Identifies barriers to self-sufficiency;

Assesses needs and authorizes auxiliary services;

Furnishes referrals to a network of providers to meet individual needs.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of Federal, State and local laws, codes and policies concerning the provision of social welfare financial programs; good knowledge of interviewing procedures and practices; working knowledge of other laws, codes and programs relating to the provision of human services; ability to communicate effectively both orally and in writing; ability to read and understand moderately complex written material; ability to analyze obtained information and determine its pertinence to financial service programs; ability to relate well with others; under stressful conditions; good powers of observation and perception; initiative; tact; patience; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Possession of an associate's degree and two (2) years of full-time paid experience examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma and four (4) years of full-time paid experience examining, investigating, or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility; **OR**
- C. An equivalent combination of training and experience as indicated in A and B above.

Special Requirement: At time of appointment, and throughout employment in this title, candidates must possess a valid New York State driver's license.

Note: College level study may be substituted for the above required work experience; thirty (30) semester credit hours are considered the equivalent of one year of full time work experience.

ULSTER COUNTY
6870 SW SPEC
Classification: Competitive
Grade: 11A
Union: CSEA

Adopted: November 22, 1988
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